

Position Description EP

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part I -- Position Information			
1. Agency Name Dept for Children and Families		9. Position Number K0067004	10. Budget Program Number 23811
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Services Assistant	
3. Division West Region DCF		12. Proposed Class Title	
4. Section Operations		13. Allocation	
5. Unit Service Center		14. Effective Date	14 b. FLSA Code
6. Location (Address where employee works) City: Junction City County: Geary		15. By Approved	
7. (Indicate Appropriate Time) Full Time X Perm. Inter. % Part Time Temp.		16. Audit Date: By: Date: By:	
8. Regular hours of work. M-F, 8am-5pm		17. Position Reviews Date: By: Date: By:	

For Use BY
Personnel Office
ONLY

Part II -Organizational Information	
18(a). Briefly describe why this position exists. (What is the purpose, goal, or mission of this position.) This position exists to provide program support services for professional staff by assisting customers in acquiring community and agency services, gathering and verifying program and customer information for program eligibility or referrals, and processing program payments. The purpose of this position is to work in a cooperative fashion with customers, staff, and agency partners to provide efficient and effective service. At DCF, the customer is placed at the center of planning, policy development, program implementation, and practice with customer outcomes driving decision-making at all levels. By integrating services, we create and maintain a prevention focus as a way of doing business by interacting and engaging with others.	
18(b) If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.	

19. Who is the supervisor of this position? (Who assigns work, gives direction, answers questions and is directly in charge.)		
Name Deb Wyant	Title Public Service Administrator III	Position Number K0041937
Who evaluates the work of an incumbent in this position?		
Name same	Title	Position Number

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.	
Independent judgment is required in determining methods used within policies and procedures in accomplishing mandated or assigned tasks. Work may be structured involving several steps to complete. Instructions are from manuals, Central Office memorandums, regional director communications, and oral or written directions from supervisor. Assignments are given with enough detail for adequate completion of task.	
d) Which statement best describes the results of error in action or decision of this employee?	
<input type="checkbox"/>	Minimal property damage, minor injury, minor disruption of the flow of work.
<input checked="" type="checkbox"/>	Moderate loss of time, injury, damage or adverse impact on health and welfare of others.
<input type="checkbox"/>	Major program failure, major property loss, or serious injury or incapacitation.
<input type="checkbox"/>	Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:) What is the action being done (use an action verb); to whom or what is the action directed (object of action); why is the action being done (describe the result or outcome expected); *How is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identify each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position.

<u>Number</u>	<u>Percent</u>	<u>E or M</u>	
1.	40	E	<p><u>Customer Service:</u></p> <p>Serves as primary office reception staff. Identifies the purpose of phone and in-person contacts to facilitate correct and appropriate referrals to agency staff and community resources. Greets incoming visitors and directs them to the proper staff person, hands out applications and gives educational and informational materials to persons inquiring about services available through the agency and community partners. Gives general information on types of assistance available, takes detailed messages, collects data and makes referrals in order to effectively and efficiently facilitate the mission of the agency. Facilitates communication between customers and professional staff. Date stamps material received in agency and assures that they are routed to appropriate person or program in a timely manner. Receives payments, compiles necessary information and enters data on systems to process payments for various DCF programs. This is done through maintaining knowledge concerning all DCF programs in order to enable any person contacting this agency to receive an appropriate referral.</p> <p>Screens applications, IRs and Reviews received by mail for signatures and mails back unsigned documents. Sorts, screens, batches, registers, images and indexes documents received by the agency. Creates tasks within KEES for KEES case workers. Maintains "unknown documents" drawer and 60 day retention files.</p> <p>Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services to meet the needs of various customer groups. Tasks may include, but are not limited to, assisting customers in connecting to language line and utilizing special communication equipment (TDD), obtain reasonable accommodations where appropriate, and acquire the necessary services they need (No Wrong Number).</p>
2.	25	E	<p><u>Program Support:</u></p> <p>Provides program support for multiple programs by assisting professional staff in the coordination of services in order to facilitate the achievement of individual case plans and fulfill agency requirements. Makes telephone collateral contacts to obtain timely program related information, and completes various case management activities and maintains integrity of customer information to ensure that agency goals are met.</p> <p>Gathers and disseminates information for staff. Gathers necessary program information to be forwarded to DCF contractors.</p> <p>Registers applications or referrals for services by thoroughly inquiring on the KAECSSES, KANPAY, KMIS, KSCARES, FACTS, and /or Birth Record network systems to determine if there is existing case. Prepares and records locally issued medical cards. Enters data on program computer systems at the direction of staff. Access additional computer interface systems such as Vehicle Registration, EATSS, FACTS, check birth records and complete BARI and BASI cross matches as requested by staff. Mails review applications for TAF, Food Stamps, Medical, and Child Care assistance. Uses SAR to print pending application lists and due/overdue redetermination lists for staff to ensure no overdue reviews for assistance. Maintains data bases and spreadsheets as directed by professional staff for service or program evaluation.</p> <p>May reserve agency and access site conference rooms on Outlook.</p>

3.	20	E	<p><u>Administrative Support:</u></p> <p>Provides administrative and clerical support to units in order to relieve supervisor and professional staff of administrative details. Prepares file folders for new cases, organizes and maintains case files, and maintains case file rooms. Collects, prepares, and sends cases requested for State and Federal review and for out of county transfers. Sends and retrieves faxes for staff. Receives, date stamps, sorts, and distributes incoming mail. Envelopes not identified for a person or division are opened, date stamped, and distributed. Receives and prepares outgoing mail to meet mail schedule. Applies postage using an electronic postage meter.</p> <p>Monitors state cars for operation conditions and schedules routine maintenance and repairs as needed in support of Operations staff. Refers maintenance requests or problems to the Service Center Manager or GMRT so that vehicles are maintained in a safe drive able condition. Prepares new monthly State Car Logs for vehicles by inserting vehicle number and starting mileage, and places in vehicle booklet on the 1st day of the new month. Removes previous month log, credit card charge tickets and any maintenance invoices for maintenance completed on car within the previous month and sends to the GMRT so that travel and vehicle reports can be prepared in order to predict travel costs and retain travel documentation. Updates state car mileage and maintenance spreadsheets.</p> <p>Keeps office supplies and forms available by monitoring their inventory levels. Requests reorders as needed before supplies/forms are depleted by completing the necessary formal request forms and obtaining appropriate approvals for local purchasing. Puts away supplies when received to prevent shortages in order that adequate supplies are available for staff use. Maintains lobby area.</p>
4.	15	E	<p><u>Teamwork and Communication:</u></p> <p>Serves as a supportive member of the local office and exhibits characteristics of a team player by contributing in any way possible to the effective and efficient operation of the work unit. Communicates in a manner that is respectful and beneficial to the team both informally through day-to-day interaction and formally, through regular team meetings. Offers assistance to other team members whenever necessary and may serve on study groups or quality improvement teams in order to enhance processes, procedures and outcomes for consumers. Remains open to organizational change and assists others in overcoming their resistance to such change.</p> <p style="text-align: center;">ALWAYS GREETES CUSTOMERS WITH A SMILE !</p>

*The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to complete work as assigned could greatly disrupt work flow for other staff within the unit and also adversely affect the overall welfare and well being of both internal and external customers. The issuance of customer benefits may be delayed resulting in hardship for the customer.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

- Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- Plans, staffs, evaluates, and directs the work of employees of a work unit.
- Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are directly supervised by employee on this position.

Title	Position/KIPPS Number
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24. For what purpose, with whom and how frequently are contacts made with the public, other employees, or officials?

Position involves daily contact by telephone or in person with both internal and external customers. Explains agency programs, application process, and agency/customer responsibilities to customers and other interested persons. Works directly with customers in assessing their needs even though the discussion may be sensitive in nature and the customer uncooperative or skeptical.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Employee may encounter hostile or upset individuals who may on occasion threaten or inflict physical harm. Prolonged daily use of a computer may cause some physical discomfort and eye strain. A high level of stress may exist in performing duties due to the need to meet deadlines and program or resource limitations that may increase work load.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computer, calculator, telephone system, copy machine, scanner and fax machine are used on a daily basis. On occasion, individual may have to operate a state car or a TDD.

Part III --Education, Experience and Physical Requirements Information

27. Minimum Qualification as Stated in Kansas Class Specifications

High school diploma or equivalent

28. SPECIAL REQUIREMENTS

- A. State any additional qualifications for this position that are necessary to perform the essential functions of the position. (License, registration or certification).
- B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services
- C. List preferred education or experience that may be used to screen applicants.
- Independent work experience in office support/clerical work
 - Basic computer skills and software application skills
 - Ability to establish and maintain effective working relationships with other employees.
 - Ability to perform basic arithmetic computation
 - Ability to understand and interpret written materials, oral as well as written instructions
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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The work requires light physical exertion. The employee works at a desk, requires the use of a personal computer, telephone, and frequently interacts with individuals for the purpose of providing information. The employee may be required to perform handling activities with light weight or easily moved items such as files and boxes of office supplies and copier paper. Bending and stooping are required to retrieve or file case files from file cabinets or shelving units.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others

Use of ergonomic prevention tactics are encouraged including the use of appropriate chair and work surface height adjustment, keyboard height adjustment in relation to forearm, hand, leg, and torso posture. Employees are instructed to maintain environmental awareness during work hours to avoid or otherwise prevent unsafe situations and unsafe person contact.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Official

Date

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date